

# Professional Services Development Programme Level 3

**Learning and Development**  
Human Resources

## Overview

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The **Professional Services Development Programme Level 3** (PSDP3) is a professional development programme aimed at senior professional services staff from across the University. The purpose of the programme is to develop the knowledge, skills and confidence of participants to enable them to contribute to and lead on the development of world-class professional services and academic operations.

Each session addresses different aspects of strategic leadership, whilst enabling participants to learn from the experiences of their colleagues and build professional relationships and networks. The programme also offers the opportunity to hear from senior figures in the University.

Alongside the facilitated sessions, participants are required to undertake an individual, strategically focused project that comprises a new piece of strategic work in an area that they have the ability to take the lead on. This offers participants the opportunity to practically apply the learning from the programme to their professional practice. Participants are matched with a senior member of professional services staff who mentors them for the duration of the programme. The mentoring relationship is focused on the strategic project.

### Duration

Six sessions across eight months.

### Delivery format

Live in-person events.

### Who this is for

Senior professional services staff in a strategic role.

Grades 8 to 10.

# What you will learn

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## Programme aims:

- Equip professional services staff at the University of Cambridge with the skills and tools to excel in leading world-class administrative and academic operations.
- Build confidence in navigating the responsibilities of senior-level professional services roles within the unique context of the University and the broader Higher Education sector.
- Foster professional networking and the exchange of best practices beyond the scope of the programme.

## Programme objectives:

- Demonstrate improved self-awareness and understanding of others by applying insights from the Myers-Briggs Type Indicator.
- Exhibit inclusive leadership behaviours and embed them into daily practice.
- Effectively adapt personal leadership styles to manage teams and engage strategically with stakeholders.
- Apply strategic planning and project management skills, using appropriate planning tools to achieve goals.
- Lead and manage change initiatives effectively, creating an environment that encourages innovation and adaptability.
- Share best practice and collaborate with peers to develop practical solutions to workplace challenges.

## How you will learn

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Discussion activities



Group work



Guest speakers



Live events



MS Teams channel



1:1 mentoring



Online resources



Presentation assignment



Project assignment

## Programme content

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**Day 1: Introduction to the SDP & Myers-Briggs Type Indicator (MBTI) Workshop**

**Day 2: Inclusive Leadership**

**Day 3: Exploring Leadership in our Context**

**Day 4: Strategic Planning to Effect Change**

**Day 5: Engaging Others in Strategic Change**

**Day 6: Project Presentations**



## Your feedback matters

At the end of each programme day, we will ask you to complete a brief immediate evaluation.

At the end of the programme, we will ask for your feedback as part of the overall programme evaluation.

Your feedback and comments are welcomed at all stages of the programme and will be used to inform future programmes.



## Contact us

Learning and Development

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